Project Design Phase – II

Solution Requirements (Functional & Non-Functional)

Date: 02 November 2025

Team ID: 86B8EAC7C8A2F039E024E07975653673

Project Name: Optimizing User, Group, and Role Management with Access Control and Workflows

Maximum Marks: 4 Marks

Non Functional Requirements

NFR No.	Non-Functional Requirement	Description
NFR-1	Usability	The ServiceNow interface should be user-friendly and easy for admins and users to navigate.
NFR-2	Security	Access must be restricted based on defined roles and ACLs to prevent unauthorized data access.
NFR-3	Reliability	The workflow must correctly execute status updates and approvals without failure.
NFR-4	Performance	Task and approval updates should occur instantly without noticeable system lag.
NFR-5	Availability	The system should be accessible to all authorized users whenever needed for task or project tracking.
NFR-6	Scalability	The solution should support additional users, roles, and workflows as the organization grows.

NFR-7	Maintainability	The system should allow easy modification of roles, groups, and workflows without major reconfiguration.

Functional Requirement

FR No.	Functional Requirement (Epic)	Sub Requirement (Story / Sub-Task)
FR-1	User Management	Create users (e.g., Alice – Project Manager, Bob – Team Member) in ServiceNow.
FR-2	Group Management	Create groups under System Security for project organization.
FR-3	Role Management	Define roles such as Project Manager, Team Member, and assign relevant permissions.
FR-4	Assign Users to Roles and Groups	Map each user to their respective roles and groups to define responsibilities.
FR-5	Application Access Configuration	Configure application access to ensure only authorized users can access project and task tables.
FR-6	Access Control List (ACL) Creation	Implement ACLs for project and task tables to manage read/write/edit permissions based on user roles.
FR-7	Workflow Automation	Design and build flow automation using Flow Designer to handle task status updates and approvals.